

1721 - EMPLOYEE BENEFITS COORDINATOR

NATURE OF WORK

This is responsible administrative work in the Group Insurance Section of the City's Human Resources Department. An employee in this class plans, coordinates, and supervises the work of assistants and clerical staff.

Employee administers various City-authorized employee group health and life benefits programs; assists in contract preparation with insurance and health care providers; develops, implements, and evaluates programs to minimize employee/employer costs, facilitates resolution of problems between employees and health care/insurance providers, and interfaces with computer division personnel by providing information regarding departmental programs, procedures, and needs.

ILLUSTRATIVE EXAMPLES OF ESSENTIAL DUTIES

Plans, assigns, and reviews the work of subordinate clerical and paraprofessional employees engaged in a variety of activities related to employee group health and life benefit plans.

Supervises subordinates who: assist individual employees, retirees and beneficiaries with complex life and health benefit problems; request that insurance and health care providers re-evaluate payment of claims, if necessary; advise employees and retirees of various plans' benefits and the consequences of their choices; process various forms and documents for employees, retirees, and beneficiaries with insurance and health care providers.

Assists insurance and health care providers with complex problems involving the City's records, policies and procedures; researches and determines causes and initiates corrective action.

Supervises the preparation of various statements, billings, reconciliations and reports related to life and health benefit plans.

Presents information on the City's health insurance program to new employees at orientation meetings.

Assists in the development of programs designed to minimize health care costs and is responsible for the implementation of approved programs; prepares the triennial Invitation to Bid and assists in the negotiation of subsequent contracts with insurance and health care providers.

Coordinates and schedules Group Insurance Board meetings; supervises the transcribing of audio tapes into minutes and performs tasks as needed for the Group Insurance Board and the Health Advisory Committee.

Attends periodic meetings with insurance representative, consultants, representatives of employee groups, and Department officials to discuss modifications and new developments in insurance and health care plans.

Stays abreast of proposed bills and adopted statutes, at State and Federal levels, which pertain to life and health benefits.

Conducts an annual health fair for City employees and administer a Suggestion Program and a Wellness Program.

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Writes health insurance-related articles for the Employees' Newsletter.

Attends pre-retirement planning meetings to explain health care coverage and procedures upon retirement; coordinates any changes in coverage for retirees by assuring proper documentation and implementation; ensures retirees appear before the Commission for the Retiree Recognition Program.

Assists employees, retirees, and dependents in applying for Medicare benefits.

Performs related tasks as required.

KNOWLEDGE, SKILLS AND ABILITIES

Thorough knowledge of the provisions of the City's various life and health care plans or the ability to rapidly acquire such knowledge.

Thorough knowledge of the policies and procedures of insurance carriers and HMOs providing group health and life insurance coverage to City employees and retirees.

Thorough knowledge of City rules, regulations and procedures pertaining to the Personnel Department, or the ability to rapidly acquire such knowledge.

Considerable knowledge of the principles and practices of life and health insurance administration.

Knowledge of basic accounting principles, practices and procedures.

Knowledge of supervisory principles and practices, and general office administration.

Some knowledge of data processing procedures related to processing insurance coverage deductions and adjustments.

Ability to establish and maintain effective working relationships with City officials, subordinates, other employees, consultants, and representatives of insurance and health care organizations.

Ability to complete research and apply statistical and other analyses of sometime complex data. Ability to supervise clerical and para-professional employees in a manner conducive to full performance and high morale.

Ability to communicate effectively, both verbally and in writing, with individuals and groups. Ability to analyze a variety of administrative problems and reach valid conclusions for their resolution.

Ability to exercise judgment and discretion in the application of City and departmental policies and procedures to a variety of employee benefit problems and circumstances.

Ability to analyze and evaluate alternative proposals for various kinds of employee benefits.

Ability to deal tactfully and effectively with a variety of employees, retirees and officials in both the public and private sectors.

MINIMUM REQUIREMENTS

Bachelor's degree from an accredited college or university in public or business administration, or risk and insurance management, and four years of progressively responsible, full-time paid experience in the health and life benefits field, in the areas of marketing or administration, or as a consultant. Must have excellent oral and written communication skills, supervisory experience, and some experience working with data processing. Experience can substitute for education on a year-for-year basis.

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PHYSICAL REQUIREMENTS

Must have the use of sensory skills in order to effectively communicate and interact with other employees and the public through the use of the telephone and personal contact. Physical capability to effectively use and operate various items of office related equipment, such as, but not limited to, word processor, calculator, copier, and fax machine. No significant standing, walking, moving, climbing, carrying, bending, kneeling, some crawling, reaching, and handling, sitting, standing, pushing, and pulling.

SUPERVISION RECEIVED

Work is performed with little direct supervision, permitting the use of independent judgment in problem solving. General supervision is received from a professional supervisor who confers on unusual complex problems and reviews performance for results in attaining specific goals and objectives.

SUPERVISION EXERCISED

Directs subordinate employees in communicating plan benefits to employees, retirees, beneficiaries and providers, resolving problems with the various carriers, and processing monthly premium payments.

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